INDIANA OFFICE OF TECHNOLOGY

Self-Service Password Reset

Training Guide

September 2016

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Chapter 1: Introduction

In order to stay in line with industry security standards and prepare the enterprise for our cloud base services, such as SharePoint Online (SPO), CRM Online (CRMO) or Azure, IOT has implemented the following two features:

- Self Service Password Reset (SSPR)
- Multi-Factor Authentication (MFA)

Register for Self Service Password Reset (SSPR)

Self-Service Password Reset (SSPR) is a web application which allows users the flexibility of being able to change their own passwords in a secure fashion. Users no longer have to rely on calling the IOT Help Desk for password changes and can change their own passwords any time on any device with internet connectivity. **Please note that once enabled users will be prompted to register for SSPR upon first access to SharePoint Online, CRM Online or Azure regardless of being on-site.**

Please browse to the following web site and enroll in SSPR to take advantage of this convenient feature:

https://password.in.gov
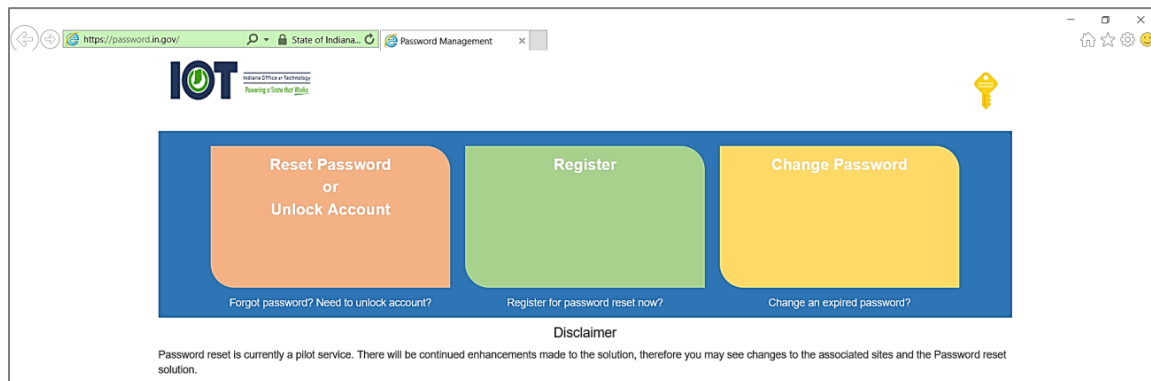
Additional SSPR registration instructions can be found in Chapter 2.

If you have any issues please contact the IOT Customer Service Center at 317-234-HELP (4357) or 800-382-1095. Thank you for your compliance.

Enroll in Multi-Factor Authentication (MFA)

Multi-Factor Authentication (MFA), also known as Phone Factor, is a method of verifying one's identity. Once enabled you will have to use MFA when remotely accessing cloud services. If you have not already registered you will need to do so in order to gain access to Microsoft cloud services such as SharePoint Online (SPO), CRM Online (CRMO) or Azure. Please note that if you were enrolled in Phone Factor you may have to enroll again.

Please browse to the following web site and enroll in MFA to take advantage of this secure feature:

Note: *you may have to enroll again even if you have previously enrolled.*

https://pfp.iot.in.gov/phonefactor

Additional MFA registration instructions can be found in Chapter 3.

Chapter 2: Password Management

These instructions will walk you through password management to register an account, change a password, and to reset or unlock your account.

To access the password management site go to https://password.in.gov/

Register a New Account

To begin registering a new account click the "Register" button on the homepage.
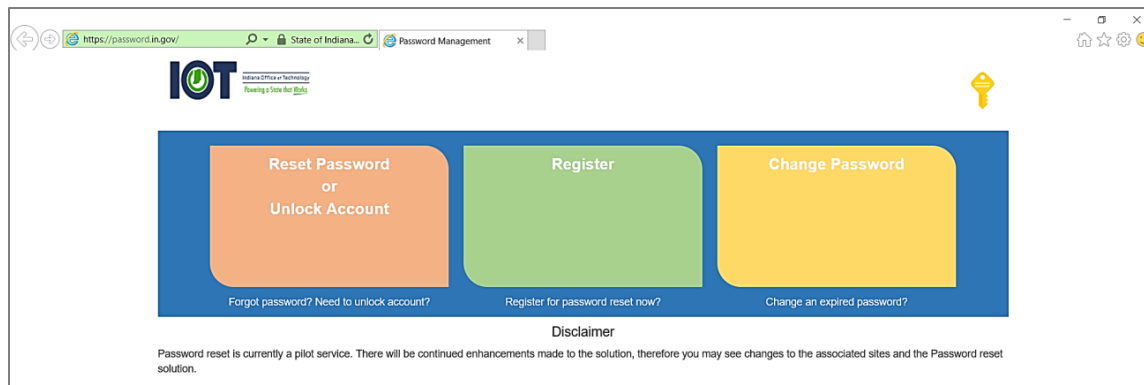
On the next page you will be prompted to enter in an email address or phone number associated with your account, please use your State Government email address and your network password. Once you have entered in all your information click "Sign in".
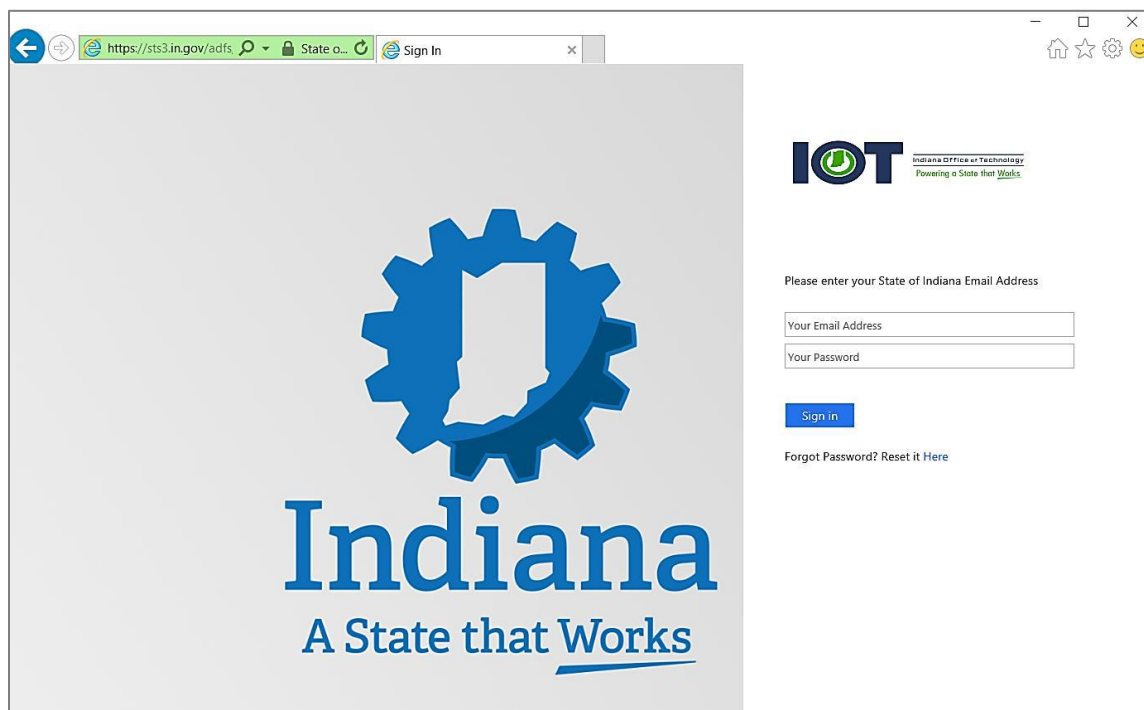
On the next page you are required to choose at least one form of authentication, and you can choose to use a phone, security questions, or both. To use either form of authentication click "Set it up now" next to your preferred method.

By selecting the phone option you will be taken to a new page, please select your county/region from the dropdown menu and enter your phone number in the text box below. Then you can select "text me" or "call me" to verify that you entered the correct phone number.

If you choose the "text me" option then you will receive an automated message with a code. You will need to enter that code into the text box that is provided to verify your phone number is correct.

We've sent a text message containing a verification code to your phone.

	verify	try again

back

If you chose the "call me" option then you will receive an automated phone call, and when you are prompted to press the pound key to verify that your phone number is correct.

By selecting the security questions option you will be taken to a new page where you will need to select and answer 5 security questions, also please remember that your answers must be at least 3 characters long. Once you have answered all 5 questions click the "save answers" button.

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don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.

Security question 1

Security question 2

Security question 3
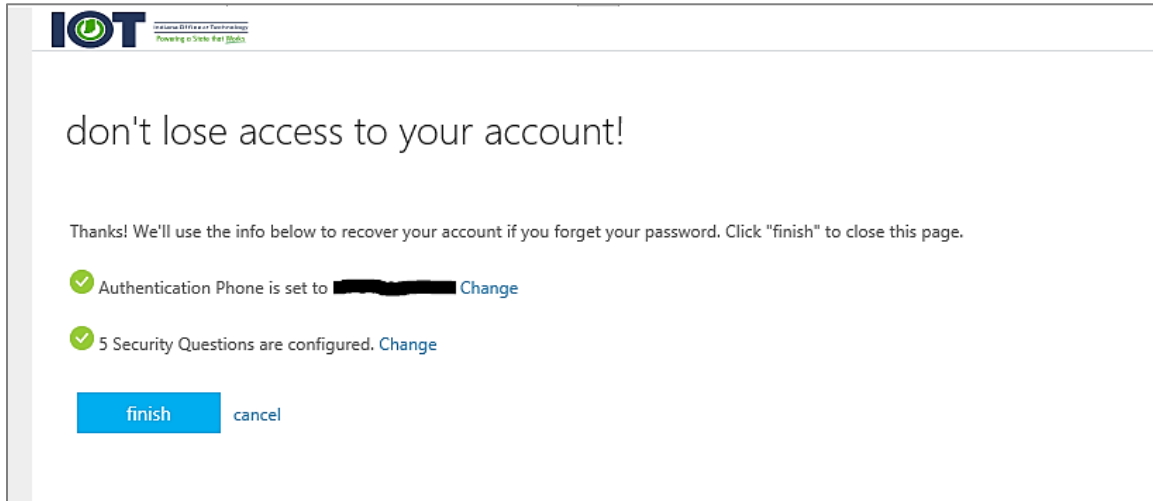
Security question 4

Security question 5

save answers

back
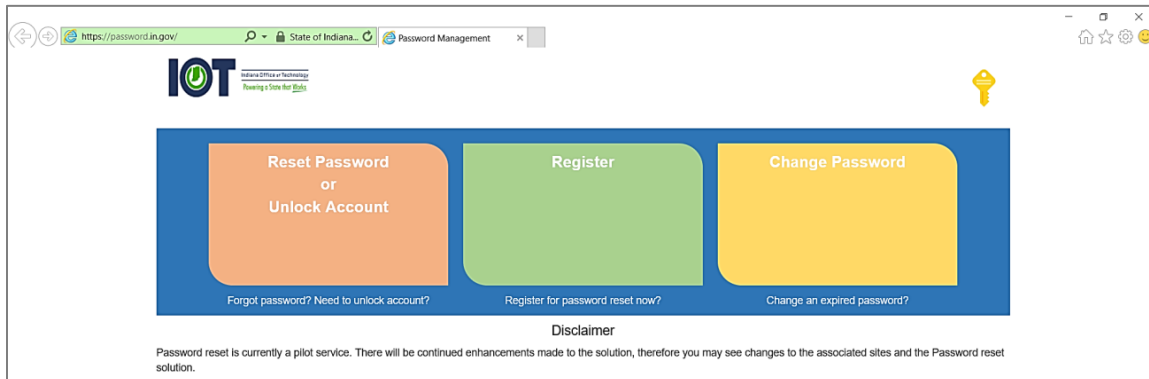
Once you have completed at least one form of authentication click the "finish" button.
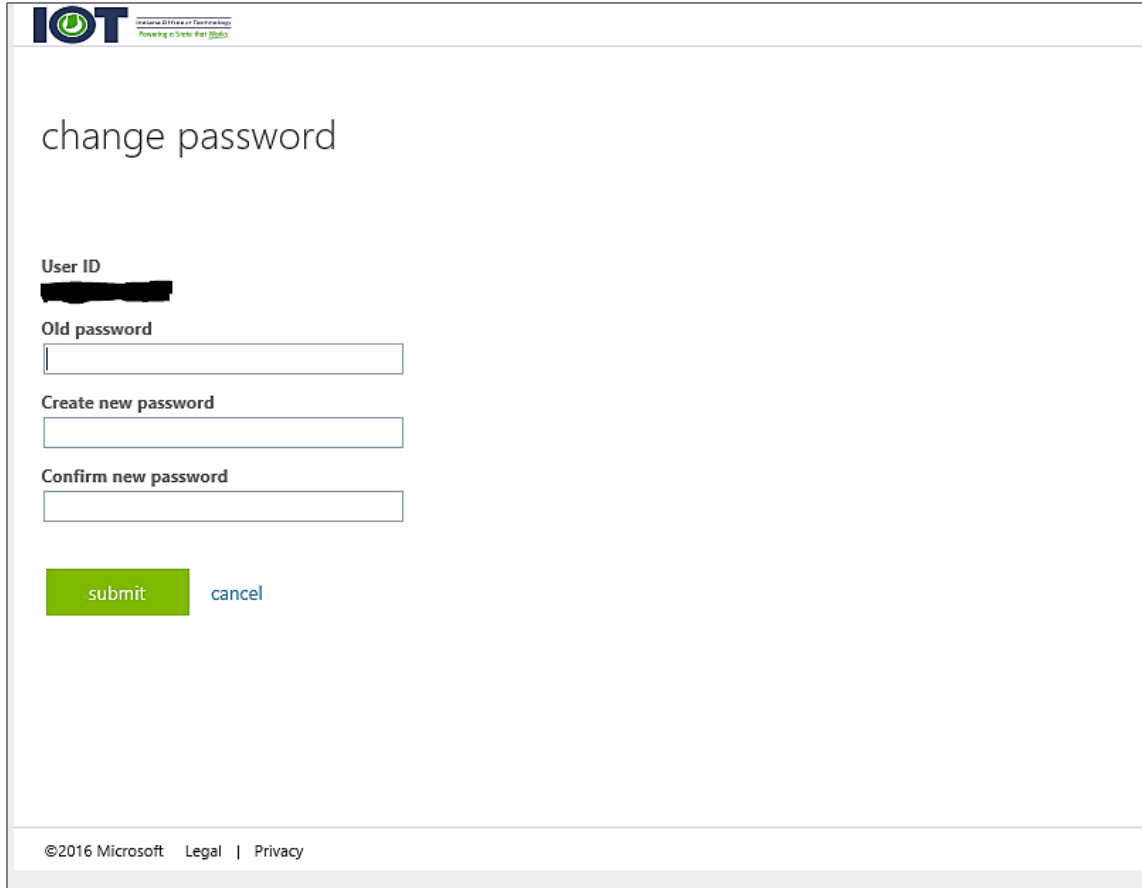
Change Password

To change your password click the "Change Password" button on the homepage.

Enter your old password in the first text box and then enter a new password that complies with your password policy. When you are finished click "submit" and your password will be changed.
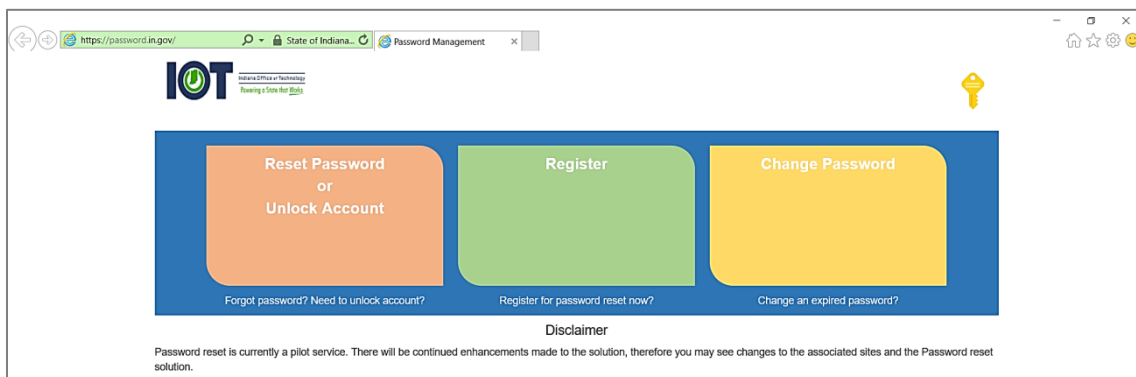
Reset Password or Unlock Account

To reset or unlock your account click on the "Reset Password or Unlock Account" button on the homepage.

Begin by entering your user id, which is you State Government email address, and then enter the characters in the picture or the words in the audio. Once you have entered in all the information click the "Next" button.

On the next page select either "I forgot my password" or "I know my password but still can't sign in". When you are ready click "Next".

If you selected "I forgot my password" you will be taken to another page where you can use any form of verification that was set up when you registered your account.

By selecting "Text my mobile phone" you will need to enter your phone number that is associated with your account, and you will receive an automated text with a unique code. Please enter that code when prompted to and click "Next".

By selecting "Call my mobile phone" you will need to enter your phone number that is associated with your account. When prompted to press the pound key and then wait for the next page to load.

By selecting "Answer my security questions" you will be prompted to answer 3 of the 5 security questions you set up when the account was registered. Once you have entered all the answers to the questions click "Next".
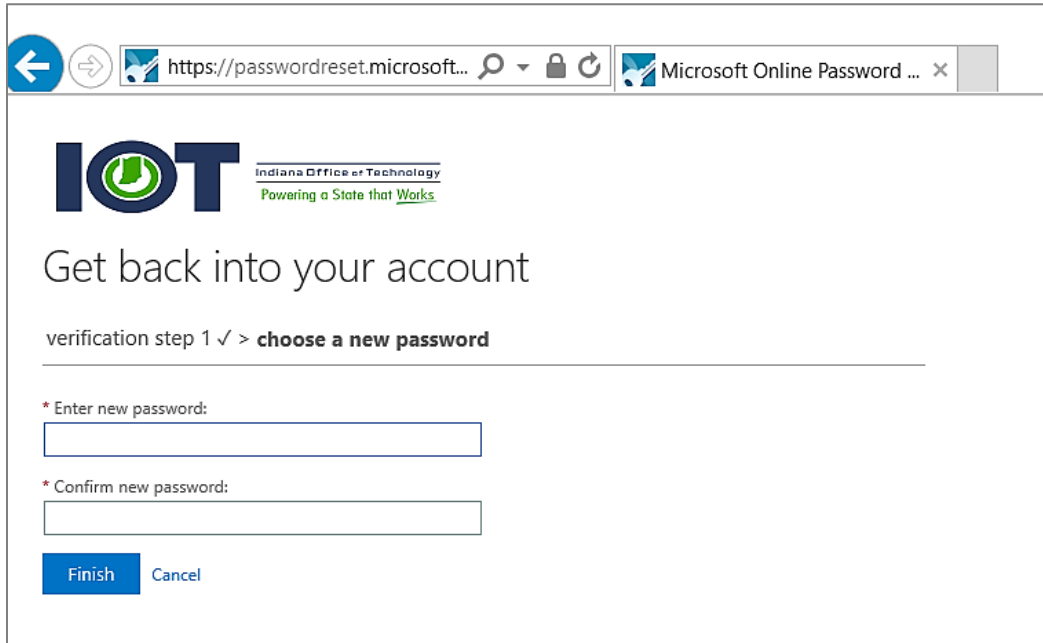
NOTE: *the Customer Service desk **cannot** see your questions or answers. If you've forgotten them, you will have to re-enroll in the product to then reset your password.*

Enter a new password that complies with your password policies and click finished.

After you have entered an acceptable password an automated email will be sent notifying you that the password change was successful.

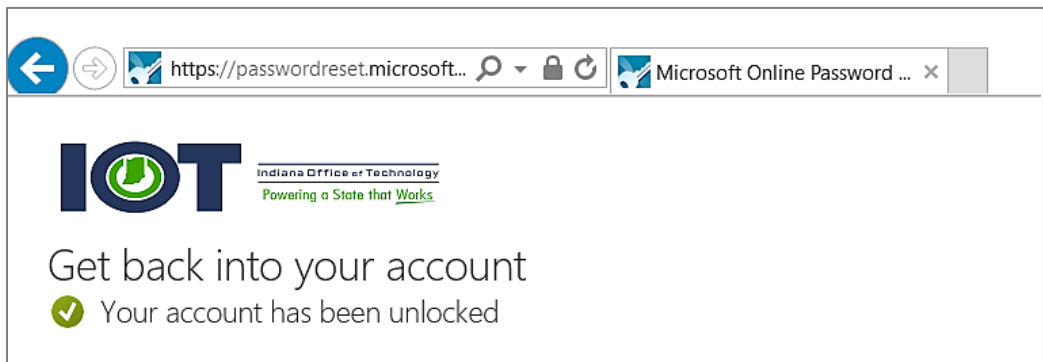If you selected "I know my password but still can't sign in" you will need to follow the steps to verify your account (it is the exact same process to verify as "I forgot my password" starting on page 11). Once your account has been successfully verified your account will be unlocked allowing you to attempt to login again.
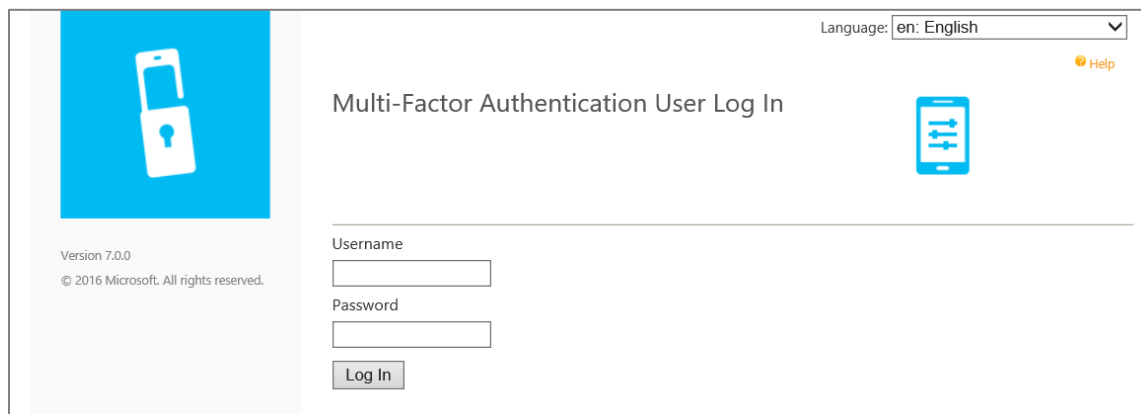
Chapter 3: Enroll in Multi-Factor Authentication (MFA)

These instructions will walk you through the Multi-Factor Authentication enrollment and how to use the user portal.

After you receive your Multi-Factor enrollment email, please access the Multi-Factor user portal at https://pfp.iot.in.gov/phonefactor/. Login with your username, in the form of your Indiana State Government email address, and your network password. Then follow the instructions for enrolling your phone and answering your security questions.
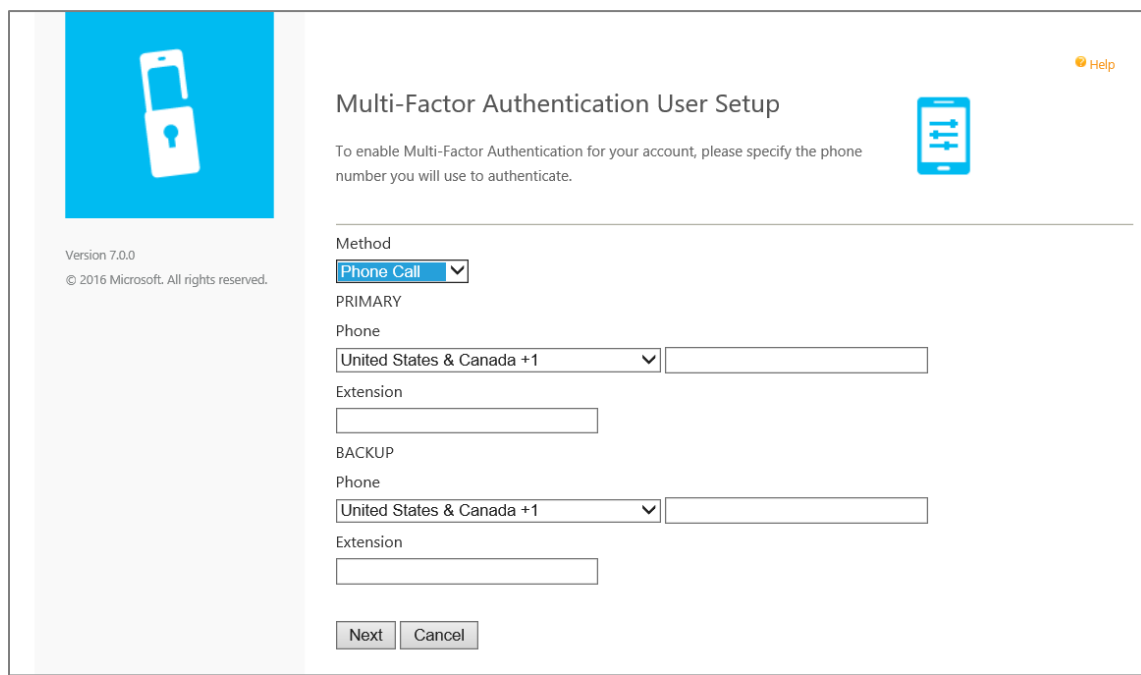
Phone Call Method

By selecting "Phone Call" from the dropdown menu, you will be prompted to enter your Multi-Factor phone number(s). Please use a phone number that you always keep with you as your primary number. A secondary phone number is optional.

After you have at least entered a primary phone number click the "Next" button.

Text Message Method

By selecting "Text Message" from the dropdown menu you will be prompted to enter a Multi-Factor phone number. Please use a phone number that you always keep with you, and this phone number must be able to receive text messages.
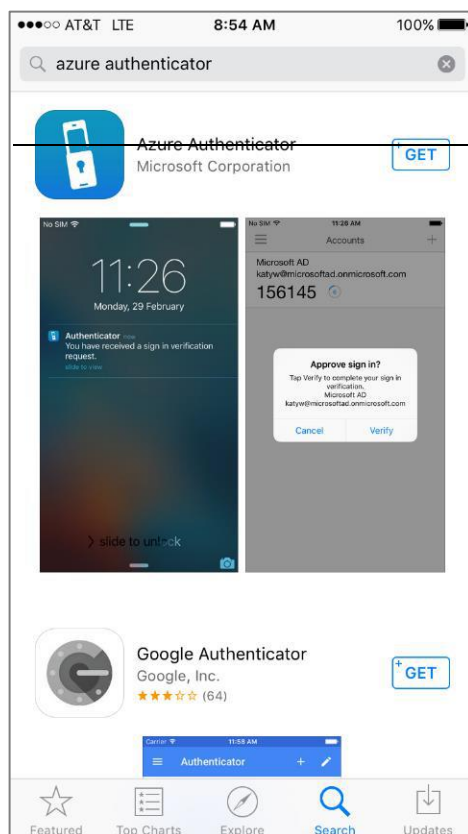
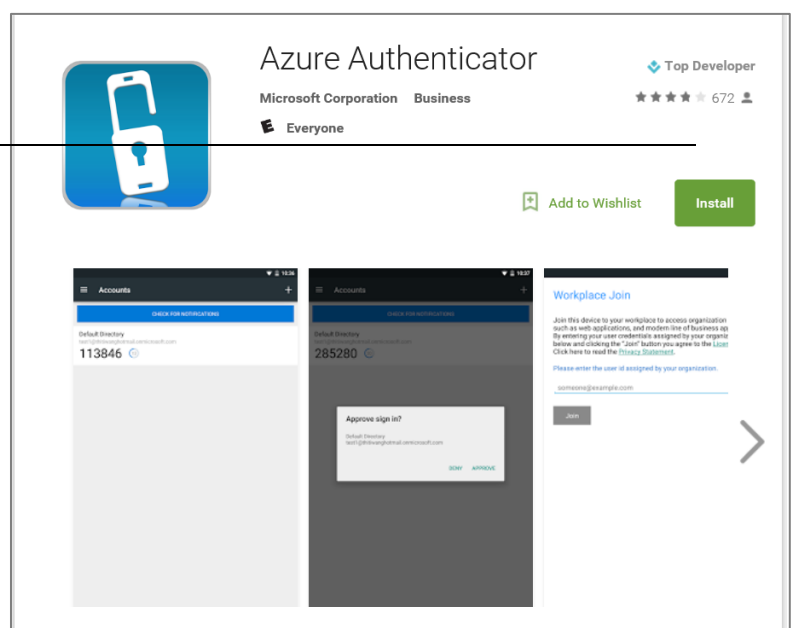After you have entered a phone number click the "Next" button.

Multi-Factor Smartphone Application Method

These instructions will walk you through enrolling the Multi-Factor phone app. The app is available on iPhone and Android platforms. The images in this document are for an iPhone platform.

iPhone download	Android download

By selecting "Mobile App" from the dropdown menu you will need to click on the "Generate Activation Code" button.

Multi-Factor will generate an activation code and present you with a QR code that can be scanned by the Azure Authentication application.

Now open the application. To create your first account click the "Add Account" button or the "+" button, located in the top right hand corner. Once you have clicked add account you can either scan the QR code with your camera or enter the code manually (**see pictures below**).
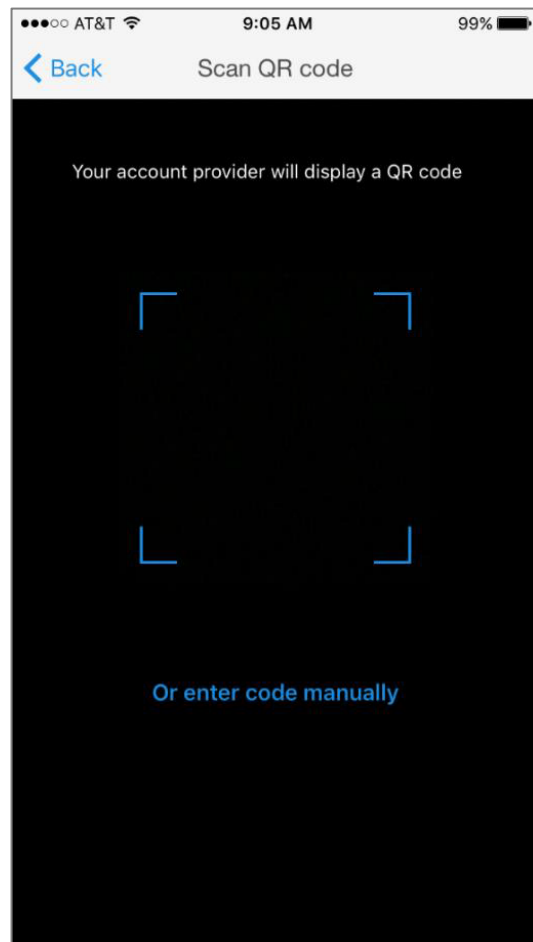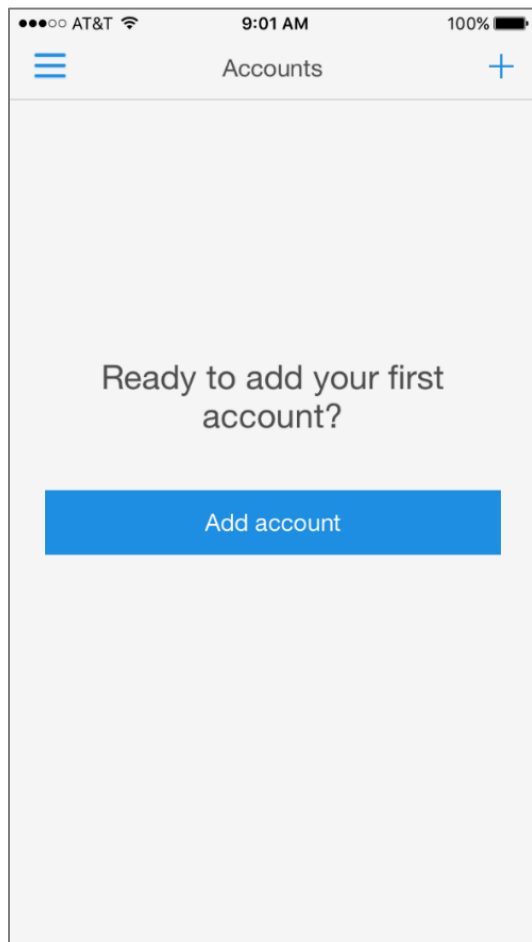
To scan you need to take a picture of the QR code, and then you will be finished. To manually enter the code select "Or enter the code manually", shown on the previous page, the select "Work or school account". Lastly enter in the code and the URL, both are located to the left of the QR code, and click "Finish".
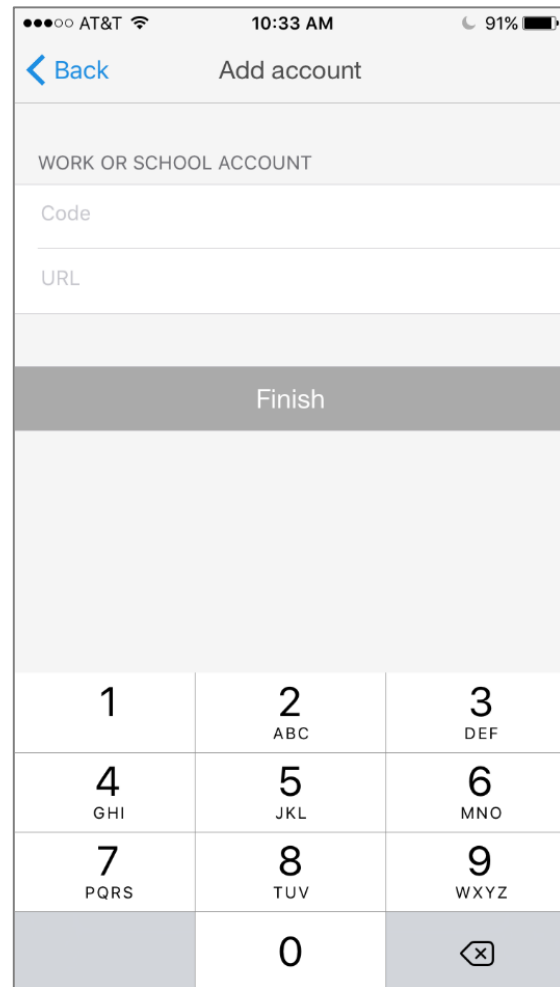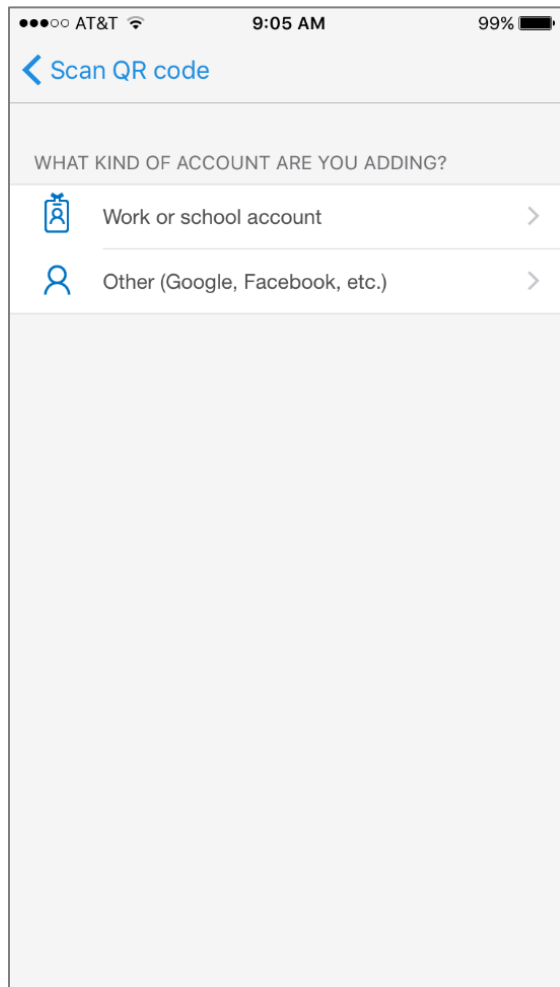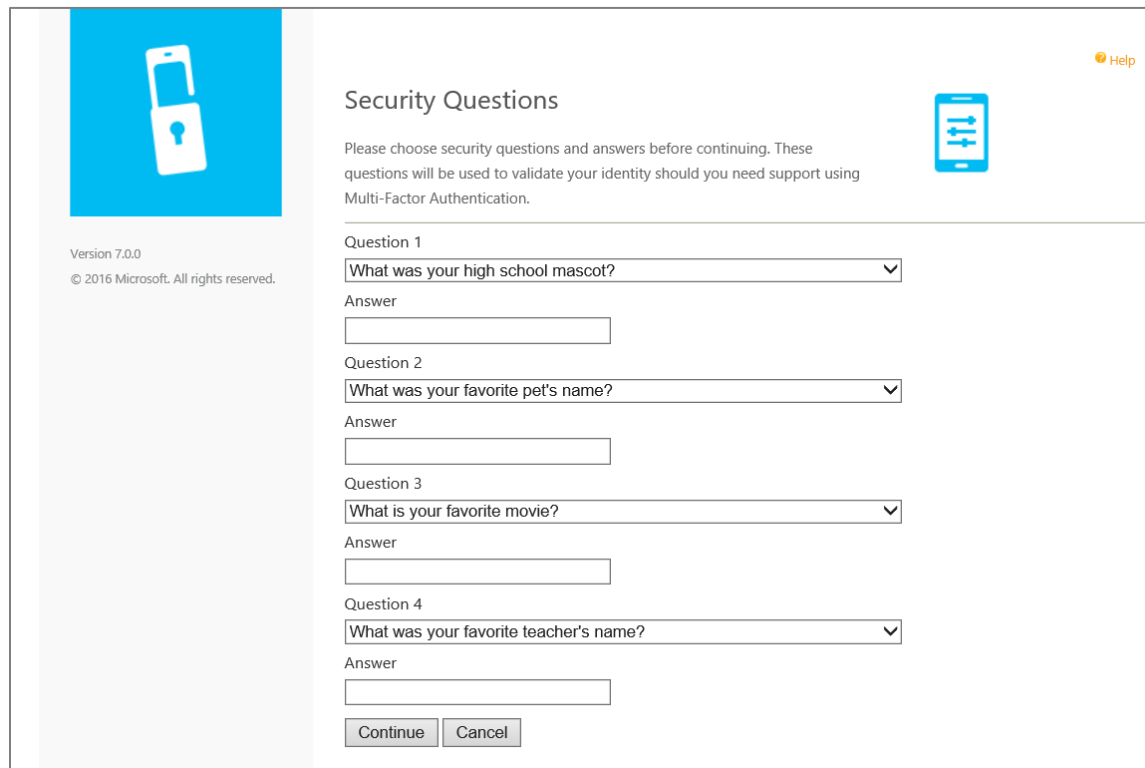
If the account was successfully created you should be shown a screen similar to the following:
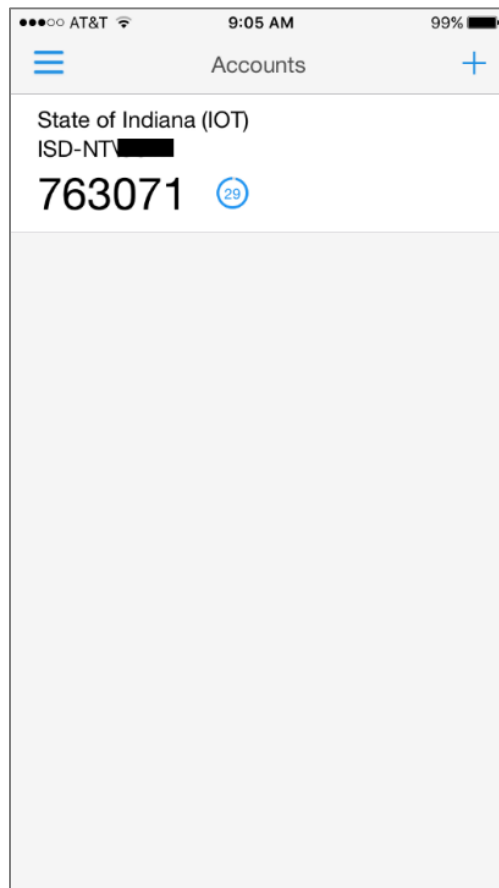
NOTE: *Whatever form of authentication you pick is the one that will be used when you attempt to make a remote access connection. If you are not attempting to make a connection when you receive a Multi-Factor notification, decline the request and call the IOT Customer Service Center at 317-234-HELP (4357) or 800-382-1095 immediately.*

After you are registered under your preferred method you will be prompted to answer some security questions. Once you have answered all four security questions click the "Continue" button.

Your enrollment is complete. Your user portal account allows you to request a one-time five minute bypass or change your phone number(s).

To request a One-Time bypass, click "One-Time Bypass" link, shown in the picture above, and the click "Confirm".
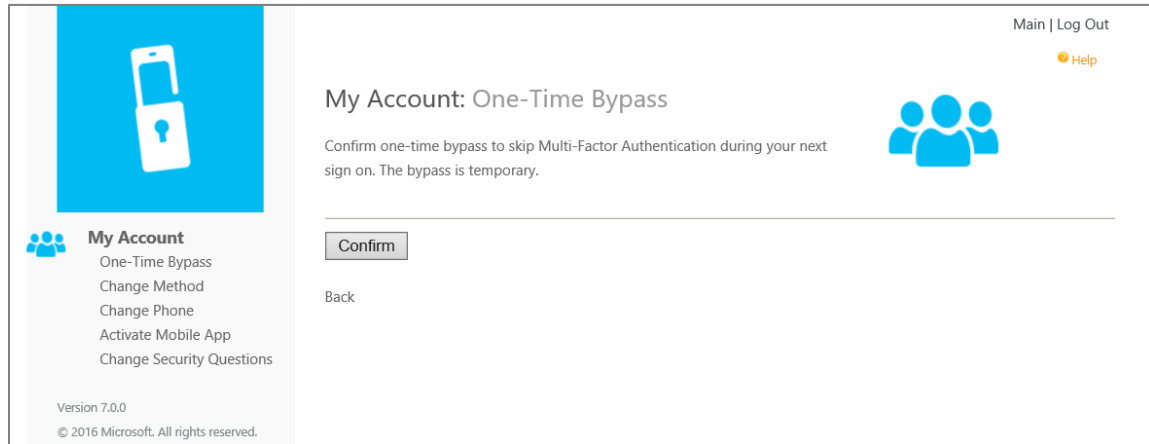
To change your phone number(s), click the "Change Phone" link and repeat the process for enrolling a new phone number.

Be sure to click "Log Out", located in the top right corner, when you are finished with your user portal session.